



Revision Summary Document
for the
FEA Consolidated Reference Model Version 2.1

December 2006

Table of Contents

1	INTRODUCTION.....	3
2	OVERVIEW.....	3
3	PERFORMANCE REFERENCE MODEL (PRM).....	4
3.1	Customer Results Measurement Area	4
3.2	Processes and Activities Measurement Area	4
3.3	Technology Measurement Area.....	5
4	TECHNICAL REFERENCE MODEL (TRM)	6
4.1	Component Framework Service Area	6

1 Introduction

The Federal Enterprise Architecture (FEA) provides a common framework to assist agencies in better managing their information resources to improve mission performance. The FEA is comprised of five reference models:

- Performance Reference Model (PRM);
- Business Reference Model (BRM);
- Service Component Reference Model (SRM);
- Technical Reference Model (TRM); and
- Data Reference Model (DRM).

For more information about the FEA Program Management Office (PMO), please visit www.egov.gov.

While the FEA reference models have been completed, they will be updated on an annual basis to support agencies' enterprise architecture programs and the annual budget process and continue to serve as effective tools for IT resource management. To improve the integration of the reference models and to streamline delivery of information to agencies, a Consolidated Reference Model (CRM) document containing all reference models in a single document has been developed and will be updated annually.

The purpose of this reference model revision summary document is to highlight the changes made to the reference models from CRM Version 2.0 to the current version, CRM Version 2.1.

2 Overview

The revisions to the reference models are made based on

- Proposed changes and suggestions received as part of the Reference Model Maintenance Process
- Agency input submitted to the FEA PMO (e.g., clarification of Service Component definitions).

The revisions identified in this document are the major reference model changes requiring review and acceptance. Minor textual change and updates (i.e. grammar, spelling, etc.) are not included in this document. An overview of the changes is provided in Table 1.

Table 1: CRM Version 2.1 Reference Model Changes

Reference Model	Change
PRM	<p>Descriptions and definitions were added to Measurement Categories in the following Measurement Areas:</p> <ul style="list-style-type: none"> • Customer Results • Processes and Activities • Technology
BRM	There are no new changes to the BRM in the CRM Version 2.1.

SRM	There are no new changes to the SRM in the CRM Version 2.1.
TRM	<ul style="list-style-type: none"> • Added PDF/A and PDF/X as examples of the Static Display Service Standard. • Added Extensible 3D Graphics as an example of the Content Rendering Service Standard
DRM	The DRM was removed from the CRM and only a high-level overview is included in the CRM Version 2.1. The complete DRM is included as a separate document (DRM Version 2.0).

For more information or if there are any questions, please contact the FEA PMO at fea@omb.eop.gov.

3 Performance Reference Model (PRM)

The PRM is a framework to measure the performance of major IT investments and their contribution to program performance. It enables agencies to better manage the business of government at a strategic level while providing a means for using an agency's enterprise architecture (EA) to measure the success of information technology investments.

3.1 Customer Results Measurement Area

Table 2 depicts the updated Measurement Categories definitions for the Customer Results Measurement Area.

Table 2: Customer Results Measurement Area Updates	
Measurement Category	Updated Description/Definition
Customer Benefit	Customer satisfaction levels and tangible impacts to customers as a result of the products or services provided.
Service Coverage	The extent to which the desired customer population is being served and customers are using products and services.
Timeliness & Responsiveness	Time to respond to customer inquiries and requests and time to deliver products or services
Service Quality	Quality from the customer's perspective and accuracy of responses to customer inquiries.
Service Accessibility	Availability of products and services to customers and the extent of self-service options and automation.

3.2 Processes and Activities Measurement Area

Table 3 depicts the updated Measurement Categories definitions for the Processes and Activities Measurement Area.

Table 3: Processes and Activities Measurement Area Updates	
Measurement Category	Updated Description/Definition
Financial	Achieving financial measures, direct and indirect total and per unit costs of producing products and services, and costs saved or avoided.
Productivity & Efficiency	The amount of work accomplished per relevant units of time and resources applied.
Cycle Time & Timeliness	The time required to produce products or services
Quality	Error rates and complaints related to products or services.
Security & Privacy	The extent to which security is improved and privacy addressed.
Management & Innovation	Management policies and procedures, compliance with applicable requirements, capabilities in risk mitigation, knowledge management, and continuous improvement

3.3 Technology Measurement Area

Table 4 depicts the updated Measurement Categories definitions for the Technology Measurement Area.

Table 4: Technology Measurement Area Updates	
Measurement Category	Updated Description/Definition
Financial	Technology-related costs and costs avoided through reducing or eliminating IT redundancies
Quality	The extent to which technology satisfies functionality or capability requirements or best practices, and complies with standards.
Efficiency	System or application performance in terms of response time, interoperability, user accessibility, and improvement in technical capabilities or characteristics.
Information & Data	Data or information sharing, standardization, reliability and quality, and storage capacity.
Reliability & Availability	System or application capacity, availability to users, and system or application failures.
Effectiveness	Extent to which users are satisfied with the relevant application or system, whether it meets user requirements, and its impact on the performance of the process(es) it enables and the customer or mission results to which it contributes.

4 Technical Reference Model (TRM)

The TRM is a component-driven, technical framework categorizing the standards and technologies to support and enable the delivery of Service Components and capabilities. It also unifies existing agency TRMs and E-Gov guidance by providing a foundation to advance the reuse and standardization of technology and Service Components from a government-wide perspective.

Only minor revisions were made to the TRM in CRM Version 2.1. Additional examples were included for Static Display and Content Rendering Service Standards under the Component Framework Service Area.

4.1 Component Framework Service Area

The Component Framework Service Area the underlying foundation and technical elements by which Service Components are built, integrated and deployed across Component-Based and Distributed Architectures.

Table 5 below depicts the Service Standard examples added to the Presentation/Interface Service Category under the Component Framework Service Area.

Table 5: Component Framework Service Area Updates	
Service Standard	Additional Examples of Service Standards
Static Display	Portable Document Framework (PDF/A, /X) – An open standard file format for representing two dimensional documents in a device independent and resolution independent format
Content Rendering	Extensible 3D Graphics (X3D) - The ISO standard for real-time 3D computer graphics which features the ability to encode a scene in an XML syntax